



# Coalition Briefs

A SEMI-MONTHLY UPDATE ON COMMUNITY MENTAL HEALTH IN NEW YORK

## Fundraising Workshops

Starting on December 12<sup>th</sup> and continuing on January 23<sup>rd</sup> and February 20<sup>th</sup>, The Professional Learning Center will host a workshop series designed to provide executive directors and senior staff the opportunity to learn the skills and methodologies necessary to design a strategic fundraising plan.

Public funding is no longer sufficient to meet an organization's operating budget. For that reason,

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## Salary and Turnover Survey Corroborates 'Hunch'

Providers of Mental Health Services have long held that the lack of a structural cost of living adjustment (COLA) and the low salaries that result from this have translated into higher rates of turnover in the mental health field. However,

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## Coalition Hosts Roundtable Discussion on Barriers to Coverage under Family Health Plus

The Coalition welcomed its members to a roundtable discussion on Family Health Plus (FHPlus). Modeled after the Child Health Plus program, FHPlus is designed to provide coverage to low-income adults who cannot qualify for Medicaid. It is scheduled to go online in 2001 and will be fully phased-in 2002.

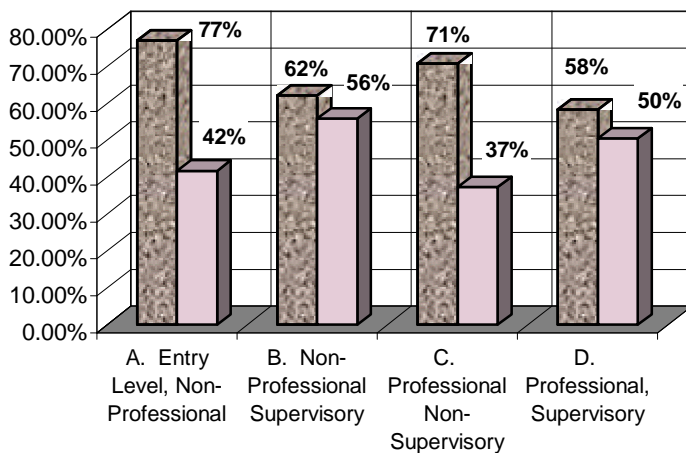
The Department of Health is currently developing specifics of the program and advocates have been encouraged to provide feedback and comments on the benefits package. In order to facilitate the mental health community's comment to the design of the program, the Coalition invited staff from Everyday Voices on Health (EVH) to lead the discussion a program initiative. EVH is a program of New Yorkers for Accessible Health Coverage (NYFAHC). Panel participants included David Wunch of GMHC, Mark Hannay and Kim Calder of EVH, and Mark Scherzer, of NYFAHC.

Mental health providers had a great opportunity to share some of the major barriers to health coverage for many consumers. These consisted of many of the standard issues like the transitory nature and shaky financial condition of consumers, "out-of-network" care, and low reimbursement rates from MCOs. Furthermore, issues of cultural sensitivity were raised so the program can account for immigration issues, cultural competence, language barriers, and undocumented status.

Providers were also engaged in the discussion concerning the benefits package. One matter of great concern was the inclusion of case manage-

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## Survey Results: Turnover Rates in Mental Health Agencies



■ Percent of programs that experienced turnover in each category of staff  
 □ Average turnover percentage in programs with turnover

## NYAPRS Annual Mental Health Lobby Day

It's budget season in Albany again. Our elected officials will be making crucial decisions about mental health funding. Will New York State finally implement Medicaid Buy-In to help people with disabilities return to work? Will our programs get the funding they need to maintain quality services and pay competitive salaries? Don't let these and other important decisions be made without you!

All mental health consumers and program staff are invited:

Tuesday, January 23<sup>rd</sup> - Mental Health Lobby Day in Albany

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## FHPlus

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ment in the benefits package. In order to make the program work, providers emphasized two points: 1) the rates paid by MCOs under Child Health Plus must be increased at a minimum to the Medicaid rate, and 2) that there has to be a greater sharing of risk in order to incentivize enrollment and providers' acceptance of the plans. Other issues with the benefits package included the need for additional services such as non-emergency transportation and the opportunity to obtain second opinions.

The discussion provided at the roundtable will be summarized by EVH and will be included in EVH's advocacy efforts on behalf of FHPlus.

If you have any questions or would like to receive the materials provided at the roundtable discussion, please contact Ed Smith by phone at 212-742-1600 (103) or by e-mail at [esmith@cvmha.org](mailto:esmith@cvmha.org). ©

## Anasazi Software Update

Continuing efforts are under way to customize the Anasazi Software's billing component for the New York market. The workgroup met with Anasazi's technological team on November 29<sup>th</sup> and 30<sup>th</sup> in this ongoing intensive endeavor. The workgroup sessions were well attended with more staff members present from the already committed agencies than had previously attended. This made for a lively and spirited exchange, in which many different types of billing scenarios were touched upon.

Anasazi is nearing the end of the design phase of the customization and will soon begin the actual development of the software. Participating agencies and the Anasazi representatives are to be commended for their ongoing time, effort and commitment to this process.

The next scheduled meetings for the workgroup are **Thursday and Friday, January 4<sup>th</sup> and 5<sup>th</sup>, 2001**. There will be several additional meetings before the process is completed. Only agencies committed to the purchasing the soft-

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## Survey Project Underway

On December 4<sup>th</sup>, the New York Work Exchange launched the first phase of its city-wide survey of employment programs that serve individuals with psychiatric disabilities. The survey is designed to identify exemplary employment practices within NYC and single them out for recognition and replication. It will also identify relative weaknesses that may require restructuring. Employment programs will be measured against nationally recognized employment program practices and outcome standards.

The survey study consists of three phases. The first phase is a one-and a half hour telephone interview with employment program staff that will inventory and assess strategies and practices used. The interviews have already begun and should be completed by the end of March. The second phase will consist of a series of focus groups, scheduled in late spring 2001 designed to provide qualitative information on consumer and practitioner satisfaction. Phase three involves the collection of monthly admission and outcome data from each of the surveyed employment programs. Further information about this phase will be announced at a later date.

Program officers from OMH, DMH and VESID support the pro-

gram through participation in the program's advisory board. They have helped to identify the universe of employment programs in New York City that serve persons with psychiatric disabilities. They are in the process of contacting the employment programs they fund in order to request full participation and cooperation in the project.

Following notification, New York Work Exchange Research Associates Richard Chimelis and Debbi Talbott will call the agencies to schedule an interview. Survey participants can expect to receive their individual program results. Responses will be kept confidential and individual program data will not be identified to funding sources or state authorities. Only aggregate data will be presented to the state and city and results will be available in May 2001

Programs interested in participating in or learning more about the survey should contact Debbi Talbott at (212) 742-1122x209 or Richard Chimelis at extension 210.

## Events Calender

The NY Work Exchange plans to inaugurate an events calender feature on our new website. In particular, it will include employment related information such as events, forums, workshops, and conferences held in the five boroughs. Let us help you publicize your employment related events and increase the size of your audience! Fax or e-mail this information to Holly Kempner: fax (212) 742-2132, email :

[hkempner@nyworkexchange.org](mailto:hkempner@nyworkexchange.org). We will do the rest! ©

## Survey

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until now, these agencies have lacked a statistical vehicle to demonstrate this. That is, until now. The recently tabulated results of The Coalition's Salary and Turnover Survey show that providers experience unconscionably high levels of turnover throughout all categories of staffing.

The survey itself divides the categories of staff along two axes (professional/non-professional, and supervisory/non-supervisory) into four categories. It then asked seven different questions about the staff in these categories over the most recently completed fiscal year. These questions included information on salary levels, number of

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**NYAPRS**

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Buses will be leaving early from Brooklyn, Midtown Manhattan, and Upper Manhattan.

Thursday, January 11th - 2 to 4 p.m. Clinton Housing Community Room - 454 W. 35th St between 9th and 10th Aves. The New York City region hosts NYAPRS Executive Director, Harvey Rosenthal, for an informative session on the 2001 Mental Health Advocacy Agenda. Participation in this session is highly recommended for anyone who plans to attend the Lobby Day or for anyone interested in learning more about the public policy issues that impact mental health services in New York.

For more information or to reserve your seat on a bus call Jody Silver at (212)780-1400 x774 or Lauren Pareti at (212)801-3343. ©

## Survey

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staff, number of turnover, and the role of staff who had been with the program or agency for more than a year. Data was collected from more than 160 programs representing 30 agencies. Data is continuing to be added as more surveys are completed and sent in.

The end result is a portrait of turnover rates across the industry. The most dramatic figures show that nearly every level of staffing experiences a high turnover rate. For example, 58% of the agencies experienced turnover at the professional supervisory level while 77% of the agencies experienced turnover in the non-professional, non-

supervisory level. Of the agencies that did experience turnover, the average percent turnover of the professional supervisory level was a shocking 50%; the non-professional non-supervisory nevertheless was still a hefty 42%.

As is clear from these figures, this is a big problem- especially when the impact of such high turnover is measured in its impact on the treatment of consumers. The Coalition looks forward to working with the administration, legislators and SOMH officials to solve this problem.

For more information on the survey contact David Bergman at (212) 742-1600 x102 or via e-mail at [dbergman@cvmha.org](mailto:dbergman@cvmha.org). ©

## Fundraising

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not-for-profit agencies must develop both short and long-term strategies to secure private sector support for much needed program enhancements and general support. This three part series will help agencies to: 1) develop a powerful case statement; 2) determine the potential for funding from various private sector funding constituencies; and 3) assess organizational resources for the successful implementation of a fundraising campaign.

The outcome of the series will be the creation of a strategic fundraising plan. Over the course of the three-month period of time, participants can access personal assistance by e-mail or telephone conferences with the workshop facilitators.

The Professional Learning Cen-

ter feels fortunate to have retained the services of the Vantage Consulting Group that has a long and solid track record in assisting non-profit organizations build a strong funding base. The facilitators, Audrey Levitin and John N. Lewter, are vice presidents of the firm with long established ties to the non-profit community.

This workshop series is free to members. The cost for other providers is \$250.00. **PLEASE RSVP** by e-mailing [patgg@cvmha](mailto:patgg@cvmha) or faxing Patricia Gallo Goldstein at (212) 742-2080. ©

## Calendar of Events

12/12	9:30 AM	Professional Learning Center: Creating a Strategic Fundraising Plan. First of a 3-part seminar
12/15	9:00 AM	Government Relations Committee Meeting
12/21	2:30 PM	Membership Meeting followed by The Coalition holiday party
1/4-5	9:30AM	Anasazi Workgroup meeting at The Coalition

**Mark your calendar now!!**



**The Coalition/  
NYSCBHO Lobby day in Albany is scheduled for February 5th, 2001**



## Mental Health Managed Care Consumer Advocacy and Ombudsprogram Managed Care Hotline (646) 602-5675

Information about managed care for Medicaid, Medicare and other insurance including exemptions/exclusions, disenrollments, access to care, and grievances. Advice, dispute resolution, representation at Fair Hearings and other administrative hearings as well as educational materials and training seminars. For immediate assistance on managed care issues or to receive a free copy of our pamphlet, *Medicaid Managed Care Health Plans: A Fact Sheet for the Mental Health Community*, please call our Managed Care Hotline at (646) 602-5675.

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Anasazi

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ware should attend these meetings.

Anasazi plans another in depth demonstration of their product early in the coming year. Briefs will continue to report developments as they occur. Inquiries and reservations can be made by contacting Marie Scripture at X105, or via email at [mscripture@cvmha.org](mailto:mscripture@cvmha.org). ©

## — Help Wanted —

### Assistant Director, NAMI-New York City Metro

Leading mental health education/advocacy org. seeks motivated, organized, articulate team player to work with staff/volunteers in small mid-Manhattan office ([www.nami-nyc-metro.org](http://www.nami-nyc-metro.org)). Responsibilities: contract management (compliance, reporting, fiscal reporting); special events/meetings management (annual fundraiser, educational meetings, workshops, conferences); team program planning & implementation; community outreach; communications (publications, public relations); and nonprofit administration, reporting, record-keeping, financial management. Mid-30Ks. Required: BA/BS; contract, financial management, administrative skills/experience; Excel, Word, e-mail, internet; interest in learning

mental health field & nonprofit administration; articulate communicator/writer; detail oriented. Desirable: knowledge of QuickBooks, Access, Quark, & mental illness/health field.

Apply: NAMI-NYC Metro, via fax: 212-684-3364 (cover letter & resume). ©

### Program Assistant

Not-for-profit organization serving mentally ill homeless population seeks F/T Program assistant. Duties include: compiling reports, contact with service providers in 5 boroughs, providing clerical assistance, helping with research projects and program development. Position requires a detail-oriented individual with excellent mathematical, organizational and communication skills. Computer experience with word processing, spreadsheets, and Access databases is essential. Knowledge of SPSS a plus. Salary is commensurate with experience. *Send Cover Letter and Resume to:* PPOH, 120 Riverside Drive, New York, NY 100240 ©

**The Coalition mourns the 11/1 passing of Dr. Gerard Chrzanowski, the founder of the Bleuler Psychotherapy Center.**



Happy Holidays  
from the staff  
and members of  
The Coalition